

JOB ANNOUNCEMENT

Job Title: Deputy Auditor, Homestead (Front Desk)
Department: Consumer Services
Reports to: Homestead Supervisor
Annual Pay: \$34,226.76-\$47,917.47 /Grade 3
Deadline to apply: Until filled

SUMMARY

The primary responsibility of the homestead section is to administer the homestead exemption, enhanced homestead exemption, owner-occupied reduction, and rental registration programs. The position includes assisting and interacting with internal and external customers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Job responsibilities will include but are not limited to:

- Handle customer inquiries and requests by telephone, mail and in person.
- Complete and/or verify forms required for the transfer of properties receiving the homestead exemption.
- Assist taxpayers with application process. Determine eligibility of applicants, including extensive research for the homestead exemption, enhanced homestead exemption and owner-occupied reduction.
- Complete, organize, file, route and sort a variety of documents. Maintain files and correspondence of both a routine and confidential nature.
- Provide assistance to Licensing section as needed.

COMPETENCY

To perform the job successfully, an individual should demonstrate the following competencies:

- Excellent communication skills, both written and verbal.
- Must be self-motivated and possess excellent customer service skills.
- Good cognitive thinking skills (logic, reasoning).
- Proficient in Microsoft Office products and the Internet.

QUALIFICATIONS

The requirements listed below are representative of the knowledge, skill and/or ability required.

- Possess strong analytical skills and have an aptitude to troubleshoot problems.
- Ability to conduct research using multiple resources.

- Good typing and data entry skills. Proficiency in operating a personal computer. Must have the ability to learn-in-house computer applications.
- Attention to detail and the ability to perform daily work efficiently with minimal errors.
- Ability to maintain focus and concentration despite distractions and repetitiveness.
- Interact with and respond to taxpayers, government agencies and the general public in a patient, timely, professional manner in person, over the phone and via mail and e-mail.
- Good interpersonal relationship skills. Ability to maintain a team atmosphere, working with other staff members to complete daily tasks and foster a professional and positive work environment.
- Maintain professional appearance and demeanor.
- Regular, predictable and dependable attendance is an essential function for this position.
- Successfully pass a criminal background check.

EDUCATION/EXPERIENCE

- High School diploma or equivalent with some post-high school training in an area related to office administration.

PHYSICAL DEMANDS

The physical demands presented are representative of those that must be met by an employee to successfully perform the essential functions of this job. For this position, one must possess the ability to operate, maneuver and/or control the actions of machinery, tools and/or materials used in performing essential job functions including a computer, printer, copier, fax machine, and general office equipment. Tasks require the ability to exert moderate physical effort, typically involving some combination of sitting, standing, talking, reaching, bending and walking. And may involve some carrying, crouching and/or pulling of objects and materials of moderate weight (12-20 pounds). Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

AN EQUAL OPPORTUNITY EMPLOYER